

## ***SPEAKER BIOGRAPHY***

### **Nate Moran**

***General Manager – Quality, Customer Satisfaction and Warranty  
Toyota Motor North America***



Nate Moran is General Manager of Toyota Motor North America, Inc. (TMNA) Quality. He has worked for Toyota for 25 years and started his career at Dana Axle Corporation.

In this role, Moran oversees:

- Warranty Systems and Administration teams responsible for Policy, Processing, Auditing, Recovery, Systems and Finance for Toyota's North American Dealer warranty operations,
- New Model Quality Assurance group responsible for the customer satisfaction of new North American production models and,
- Customer Satisfaction Promotion team responsible for the intake, analysis and promotion of Customer feedback and improvement.

Moran was previously the Executive responsible for NA Quality Planning and Promotion, Field Quality Promotion and Quality Administration and Development.

Prior to that, Moran was the Senior Manager responsible for NA Quality Planning and Promotion and the Senior Manager of the Material Quality – Metals and Electrical group.

Prior to his senior management positions, Moran was an Assistant Manager in the Vehicle Quality group after joining Toyota in 2001 as an Engineer in the Component Reliability section responsible for component part and process quality assurance.

Moran earned a bachelor's degree in Mechanical Engineering from the Missouri University of Science and Technology.